

Cases by Agency and case Type From

08/01/2004

to

08/31/2004

	Number of Cases Opened	Number of Cases Resolved	Average Days to Resolve
Attorney General			
Problem	270	259	7.77
Question	6	6	0.22
Request	60	66	21.11
Total	336	331	10.26
Dept Information Technology			
Problem	1,726	1,722	2.83
Question	655	657	0.10
Request	1,702	1,731	12.21
Total	4,083	4,110	6.36
Dept of Agriculture			
Problem	199	196	3.15
Question	11	12	2.70
Request	53	62	10.07
Total	263	270	4.71
Dept of Career Development			
Problem	253	259	4.72
Question	14	14	2.20
Request	83	87	13.30
Total	350	360	6.69
Dept of Civil Rights			
Problem	11	17	12.70
Question	1	1	0.00
Request	1	1	0.94
Total	13	19	11.41
Dept of Civil Service			
Problem	134	132	2.41
Question	10	9	0.33
Request	79	77	7.64
Total	223	218	4.19
Dept of Community Health			
Problem	917	923	12.98
Question	43	48	3.89
Request	242	255	12.09
Total	1,202	1,226	12.44
Dept of Consumer Ind Services			
Problem	846	847	5.05

	Number of Cases Opened	Number of Cases Resolved	Average Days to Resolve
Question	60	62	0.79
Request	302	313	12.12
Total	1,208	1,222	6.65
Dept of Corrections			
Problem	2,943	2,972	3.09
Question	98	97	1.33
Request	1,593	1,708	10.83
Total	4,634	4,777	5.81
Dept of Education			
Problem	962	923	0.78
Question	269	268	2.10
Request	739	764	3.18
Total	1,970	1,955	1.90
Dept of Environmental Quality			
Problem	589	590	4.33
Question	20	24	3.19
Request	312	343	9.77
Total	921	957	6.26
Dept of Hist Art and Libraries			
Problem	70	65	1.63
Question	4	5	2.06
Request	50	43	3.92
Total	124	113	2.52
Dept of Management & Budget			
Problem	390	396	3.04
Question	28	27	0.60
Request	284	277	6.49
Total	702	700	4.31
Dept of Military and Veterans			
Problem	66	70	4.11
Question	7	7	0.25
Request	114	115	2.75
Total	187	192	3.16
Dept of Natural Resources			
Problem	532	518	4.58
Question	24	24	1.60
Request	287	286	13.68
Total	843	828	7.63
Dept of State			

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Problem	1,326	1,285	4.06
Question	41	42	3.68
Request	255	183	14.75
Total	1,622	1,510	5.36
Dept of Transportation			
Problem	687	691	2.35
Question	43	43	7.94
Request	331	354	10.16
Total	1,061	1,088	5.10
Dept of Treasury			
Problem	597	612	4.48
Question	25	24	0.38
Request	279	271	6.97
Total	901	907	5.12
Family Independence Agency			
Problem	3,759	3,688	4.02
Question	149	145	3.06
Request	1,029	1,017	4.05
Total	4,937	4,850	4.00
Friend Of the Court			
Problem	216	208	5.24
Question	9	10	32.62
Request	30	32	4.90
Total	255	250	6.28
Local Law Enforcement			
Problem	5	5	4.12
Question	1	1	0.14
Request	3	3	1.89
Total	9	9	2.94
Michigan Economic Develop Corp			
Problem	12	11	6.22
Request	5	9	2.35
Total	17	20	4.48
Michigan Gaming Control Board			
Problem	7	10	8.47
Question	1	1	0.00
Request	3	11	19.51
Total	11	22	13.61
Michigan Lottery			

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Problem	7	6	1.09
Request	2	3	2.59
Total	9	9	1.59
Michigan State Police			
Problem	803	811	6.19
Question	26	27	5.52
Request	388	459	17.79
Total	1,217	1,297	10.30
Prosecuting Attorney Office			
Problem	27	28	2.68
Question	2	2	0.00
Request	4	4	0.94
Total	33	34	2.32
Strong Family/Safe Children			
Problem	0	1	742.75
Total	0	1	742.75
Vendor			
Problem	65	68	1.32
Question	1	1	0.00
Request	6	8	1.10
Total	72	77	1.28
WIC			
Problem	50	54	10.28
Question	1	1	0.01
Request	0	1	26.09
Total	51	56	10.38
Problem	44	50	4.18
Question	12	12	0.00
Request	15	11	1.33
Total	71	73	3.06
Grand Total	27,325	27,481	